News & views from where you live

Cambridgeshire County Council

Your Cambridgeshire

Issue 9 • Spring 2010

www.cambridgeshire.gov.uk

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£3m to fix the pothole plague

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Win a summer treat to see 'The Saturdays' live!

We'd like to know what you want us to cover in your new-look Your Cambridgeshire magazine.

The magazine is printed on paper from sustainable sources, so we've linked up with the Forestry Commission, which promotes forest gigs to introduce music fans to the great outdoors.

We're got two free pairs of tickets for readers to win to see 'The Saturdays' performing in Thetford Forest, near Brandon, Suffolk on Friday 9 July. The five girls have become permanent fixtures on the UK charts with a string of hit singles.

→ **To enter:** send your suggestions for the magazine with your contact details before 16 April by email to press@cambridgeshire.gov.uk or post to Your Cambridgeshire, Cambridgeshire County Council, Shire Hall, RES1101, Castle Hill, Cambridge CB3 0AP. All responses will be entered into a prize draw and the winner will be chosen at random. (Competition not open to Cambridgeshire County Council employees).

LEADER'S LEADER

Welcome to the latest edition of Your Cambridgeshire.

As you can see we've adopted a new look and feel for the magazine which I hope you'll like.

And we want to hear your views on what you want us to cover in future editions – there's a great prize for the best suggestion.

We've also substantially reduced the cost of producing the magazine which is part of the council becoming more efficient and offering better value for money.

This edition, we focus on our budget and a tough set of decisions, created by central government's need to cut public spending.

But the County Council is still concentrating on the things that matter most. Like taking care of the most vulnerable, sorting out the state of roads after the big freeze, and investing in new primary school buildings to deal with the baby boom.

Jill Tuck

Councillor Jill Tuck, Leader, **Cambridgeshire County Council**

'On the fridge'

A quick guide to finding the County Council services you need

For all your County Council news, useful information and services go to www.cambridgeshire.gov.uk

Contacts

General Enquiries - 0345 045 5200
Libraries - 0345 045 5225
Highways - 0345 045 5212
Adult Social Care - 0345 045 5202
Children's Social Care - 0345 045 5203
Out of Hours Social Care (5.30pm to 8am and all weekends) - 01733 234724
Blue Badges - 0345 045 5204
Registrations (births, marriages, civil partnerships) - 0345 045 1363

Council Meetings

Most council meetings are open to the public - dates and details are available online under Council and Democracy, displayed at council offices or from local libraries.

Feedback

Customer feedback about our services is important to us - whether it's a compliment, a suggestion or a complaint.

Here's how you can tell us what you think

Phone: 0345 045 5200

Complete: a Customer Service form at www.cambridgeshire.gov.uk

Email: feedback@cambridgeshire.gov.uk

Write to: Customer Feedback, Cambridgeshire County Council, RES1225, FREEPOST CB176

Please recycle this magazine when you have finished with it

Other formats
If you would like a copy of the magazine in large print, Braille, audio tape or another language, please call 01223 699287

Your **Cambridgeshire**

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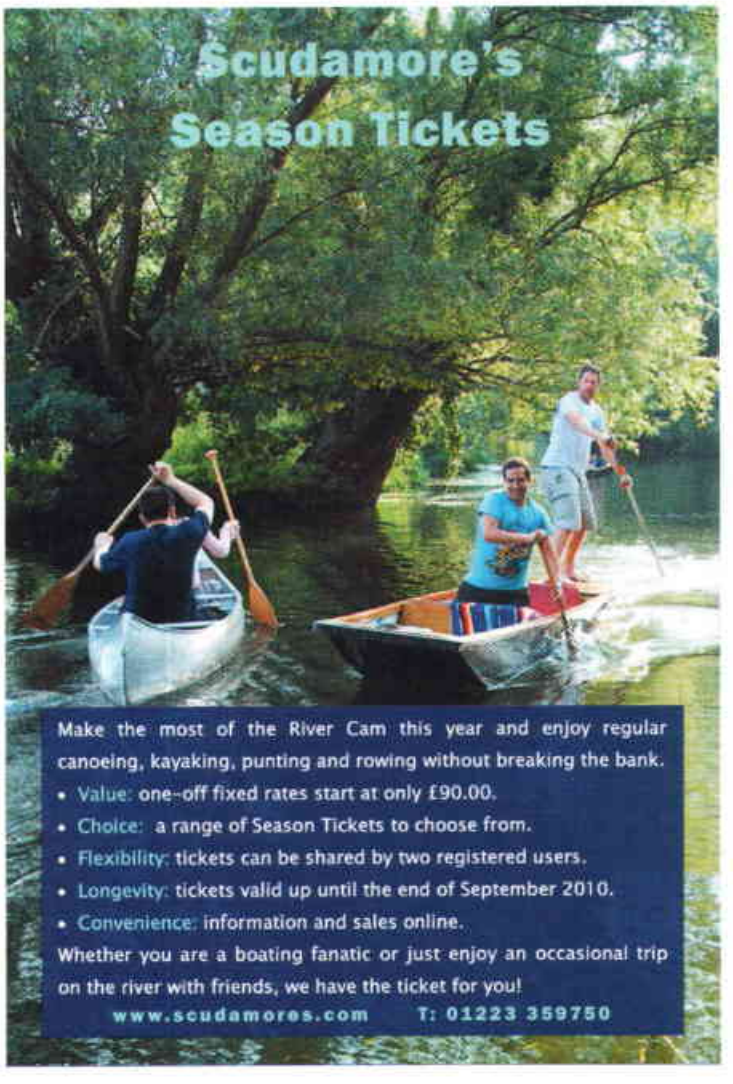

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Whether you are a boating fanatic or just enjoy an occasional trip on the river with friends, we have the ticket for you!

www.scudamores.com T: 01223 359750

WE NEED TO:

- Create a leaner council which targets services to those who need them most.
- **Continue to support communities and focus on residents' priorities.**
- Transform services to make them more efficient.

Hard times, hard choices

The most challenging financial climate for decades is the stark backdrop to the County Council's budget for the year ahead.

Inflation, an increasing population especially among older people, additional demands on services and anticipated sharp reduction in government funding have all created huge pressure on the County Council's budget.

In order to stave off the worst effects of the funding pressures and protect essential services, a 3% council tax increase for County Council services has been approved. Even with this increase, the bill for County Council services in Cambridgeshire is still among the lowest in the country.

The Council had a budget 'gap' of just under £16 million for the coming financial year, so savings have had to be made.

Changes across the council in how services are delivered involve a more efficient and more targeted approach, listening to you and focussing on the services which matter most – education, social care for adults and children and highways. Red tape and bureaucracy will also be cut.

Cambridgeshire County Councillor John Reynolds, Cabinet Member for Resources, said: "Public services are having to shoulder a heavy burden for central government's bailing out of the banks. The public have had to tighten their belts and so must councils. But as well as becoming leaner, we have to do all we can to protect essential services."

The County Council is investing £3 million extra in repairing the roads after the worst winter for decades and £16 million in new school buildings – see pages 6 and 22.

Helping older people stay independent remains a priority

The hole issue

The worst winter for decades has left Cambridgeshire's roads in a dire state. We know - you've been telling us. Here's what we are doing about the problem.

On any single day right now in Cambridgeshire, anything up to 20 crews from Cambridgeshire Highways will be patching and making good carriageways which have been ravaged by the freezing winter weather.

Mark Kemp, the County Council's Director of Highways, is in no doubt that Cambridgeshire Highways have their work cut out.

"We are experiencing the worst winter for 30 years and everyone knows it's taken a heavy toll on the road network throughout the country," he said.

Mark explained that currently a mixture of permanent and temporary repairs are being carried out.

"We've applied a simple but right principle of attending to the "worst first" in terms of repairs.

"The bigger issue this year is the fact that significant sections of carriageway have failed. These require bigger, permanent repairs which take longer and may involve road closures. We're also getting on with temporary repairs to potholes in the meantime, but we're having to juggle the two to keep the county moving."

Councillor Mac McGuire, the Council's Deputy Leader and the Member responsible for the County's roads, praised residents for contacting the Council and reporting potholes.

"The public have been absolutely brilliant in reporting problems and I would like to thank them for getting in touch, because we can't be everywhere at once and it really helps us keep on top of the problem. It's been instrumental in helping us draw up our priority list of repairs," he said.

Campaigning on the carriageway

Cllr McGuire said that the council would be putting pressure on central government for a better deal for councils like Cambridgeshire which has miles of rural and unclassified roads as well as the main network to maintain.

"It's vital central government understands that in a mainly rural county like Cambridgeshire, the road network has to be a top priority. We need more investment so we can maintain our roads in a way that our residents are entitled to expect. This is vital not only to the safety of travellers, whether on foot or in vehicles but also to the local and national economy. We also feel it is right that we try to maintain our position amongst the top highways authorities for how well we look after our road network.

"It's vital central government understands"

"Public expectation that the roads are kept up to scratch is really high in Cambridgeshire, and rightly so. But we need greater investment to meet those expectations. We're doing our bit - for example recycling old tarmac will save £500,000 this year on new repairs - but central government has got to do its bit by increasing the funding it gives us for highways maintenance."

How we're tackling the potholes where you live

- Repair teams have been out and about around the county repairing the unprecedented level of damage caused to the roads by the worst winter for decades.
- In Cambridge and the south of the county, seven teams have been out repairing damage to roads - including making good more than 40 potholes on the A1301 at Great Shelford.
- In the Huntingdon area, workers used more than 100 tons of repair material in five weeks carrying out repairs throughout the district, particularly in Stonely, Brampton, Somersham and St Ives.
- In Fenland gangs repaired 11 potholes in County Road, March and seven in Railway Lane, Chatteris following calls from local residents.
- The repair gangs have been responding to calls from the public, who have a vital role to play in reporting potholes and damage.
- Work is continuing throughout the county to carry out emergency repairs.

To report a pothole go to: www.cambridgeshire.gov.uk or telephone 0345 045 5212, between 8.00 am-8.00 pm, Monday to Saturday.

A local motorist gives a Cambridgeshire Highways pothole repair crew the 'thumbs up'

Your say on improving our transport system

Transport affects us all – so everyone living in Cambridgeshire is being asked to help shape the transport system that our county needs now and in the future.

The County Council is updating the Local Transport Plan and wants to hear which transport improvements are most important to local people.

Listening to communities has led to successful schemes such as the Riverside cycle and pedestrian bridge in Cambridge, motorcycle safety signs across the county, and a contraflow bus lane in Huntingdon.

The third Local Transport Plan will build on what is already working well and set new priorities such as increasing cycling and walking, improving road safety and creating more environmentally-friendly transport choices.

Households across the county have been sent a leaflet explaining the new Local Transport Plan and encouraging residents to give their views by returning the questionnaire, or completing it online by 9 April.

Exhibitions about the transport plans are touring the county's town and villages until 26 March. All the responses received will be used to inform the final plan ready for submission to the Government in March 2011.

Find out more at:
www.cambridgeshire.gov.uk/tlp

Listening to you

Chatteris residents are helping to improve public transport and road safety as well as encouraging walking and cycling in the busy market town.

Consulting the community last year showed widespread support for the County Council's transport plans including new cycleways, safer crossings, real-time bus information and safety improvements to the High Street and other junctions.

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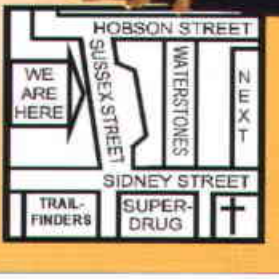

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HOME scenes

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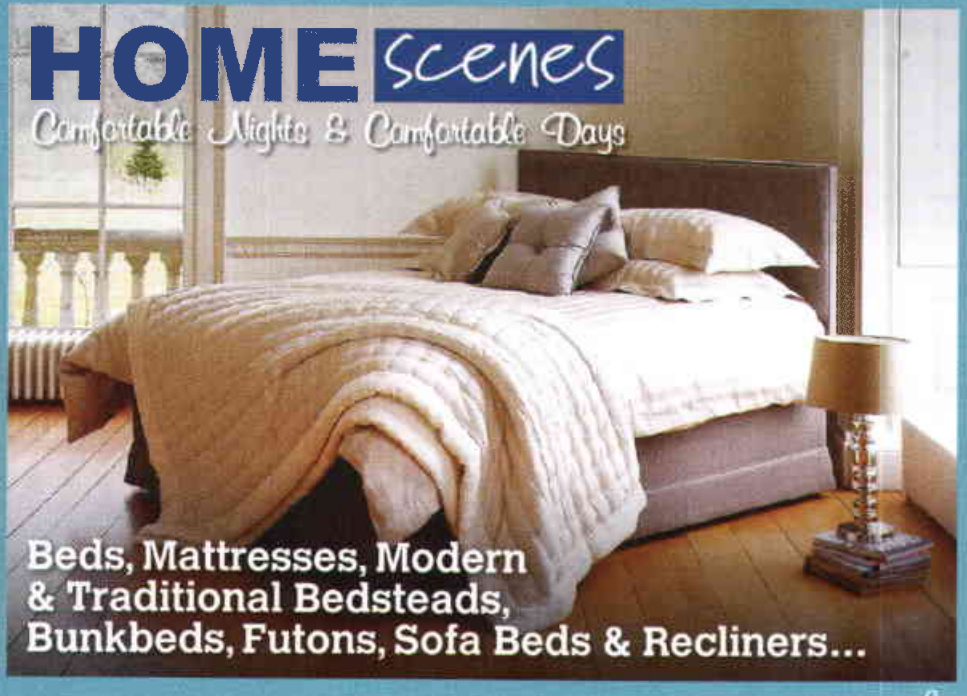

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Chlamydia doesn't have to be embarrassing...

Chlamydia is the most common Sexually Transmitted Infections (STIs) amongst young people.

If you are sexually active and under 25, you should be tested for Chlamydia once a year or when you change sexual partners. The test is painless and quick (for men, a urine test and women, a self-taken swab). To request your free home postal kit text "SCREEN" to 84010 with your name, address, age and sex, or go to www.cambstakeatest.com or visit your local GP.

Sexually active people may have Chlamydia without showing symptoms. It's easily treated with antibiotics, but left untreated can lead to infertility in both men and women. Taking a test is both easy and completely private - you do not need to be examined.

Signs and Symptoms of Chlamydia
75% of women and 50% of men show no symptoms.

How do you get Chlamydia?
- ✓ Penetrative sex (where the penis enters the vagina or anus).
- ✓ Oral sex (from mouth to the genitals).
- ✓ Mother to baby during birth.
- ✓ Occasionally by touching the eyes after touching the genitals.

Summary Care Records to go electronic across the NHS

Your Summary Care Record is an electronic record containing important information about your health including essential information such as medication, adverse reactions and allergies. Currently this information is kept with your GP, however throughout 2010, your records will also be available in a new electronic form to authorised NHS healthcare staff providing your care in England.

The benefit of having your records available to authorised NHS clinical staff means that if you ever have an accident

"Whatever you decide, you can change your mind at any time."

or become ill or need urgent out of hours advice when you're away from home, the clinicians treating you can have immediate access to important information about you.

You do not have to have a Summary Care Record and can opt out by letting your GP know in writing or in person. You can also complete the Summary Care Record opt out form and give it to your GP. The form is available from your GP or online. Whatever you decide, you can change your mind at any time.

Participating GP practices will create Summary Care Records at different times over the next ten months. Your local NHS will publish on its website www.cambridgeshire.nhs.uk when practices will be creating the Summary Care Records, together with notices displayed within the practice. Patients registered with Cambridgeshire GP practices will be written to individually in March 2010 to explain Summary Care Records further. If your GP does not hear from you by 3 June 2010 it will be assumed you are happy to have a Summary Care Record and the process of creating a record for you will begin with these participating GP practices.

For more information phone the dedicated NHS Care Records Service on 0845 603 8510 or visit www.nhscarerecords.nhs.uk

Remember if you would like to have a Summary Care Record then you do not need to do anything further.

Ben's out of the Woods

Ben Woods found himself in pain with a troublesome tooth and needing emergency treatment, so he went to the Wisbech Dental Access Centre, one of three centres in Cambridgeshire and successfully had his tooth removed the same day.

Ben said: "I was satisfied with the care I received. All the staff are polite, friendly and approachable. The dentist worked at the right pace for me, explaining beforehand what treatment was needed, and everyone helped me to feel very comfortable during the procedures. Having the radio on in the surgery made my experience very relaxing too! I'd like to thank all the staff for their care."

A relaxed Ben Woods with dentist Phylis Muhia (Left) and dental nurse Roxanne Nice.

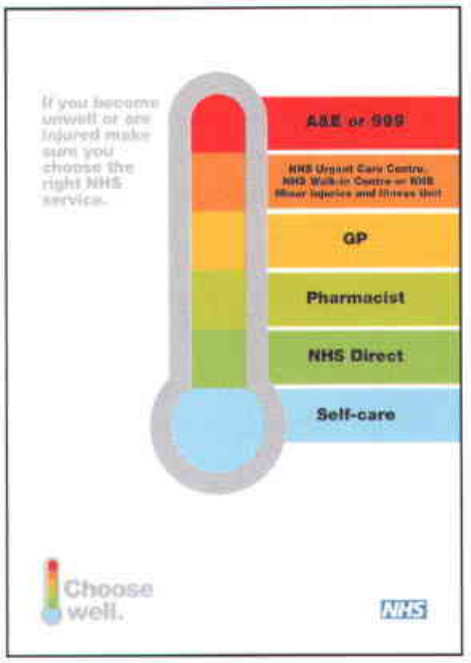
If you're not registered with a dentist and find yourself needing urgent pain relief from an NHS dentist during normal working hours, contact one of the dental access centres run by Cambridgeshire Community Services on:

Cambridge: 01223 723 093
Huntingdon: 01480 363 760
Wisbech: 01945 465 919

For out of hours dental emergencies call the Cambridgeshire and Peterborough Dental Emergencies helpline on 01223 471798.

NHS recommends daily brushing and flossing of your teeth and regular check ups at your local dentist. Don't leave a trip to the dentist until the pain gets too bad.

Choose Well – Get the right NHS treatment when you need it


If you become unwell or are injured make sure you choose the right NHS service.
A&E or 999
NHS Urgent Care Centre, NHS Walk-in Centre or NHS Minor Injuries and Illness Unit
GP
Pharmacist
NHS Direct
Self-care
Choose well.
NHS

Start with your local GP. To get the most from your NHS service you must be registered with a GP surgery. If you're new to the area it's important to register quickly – don't wait until you feel ill. To find your local GP surgery visit www.nhs.uk or call your local NHS Patient Advice and Liaison Service (PALS) on 0800 279 2535 or from a mobile dial 01223 725588. You can also contact your GP to find out if they offer extended opening hours.

For out of hours services: call your GP practice after opening times and you will be re-directed to the out of hours services.

Anyone who lives in Cambridgeshire, even if it is only temporary, is entitled to register with a GP and receive NHS healthcare.

Call NHS Direct anytime which is a nurse-run 24 hour confidential helpline. Call NHS Direct if you're in any doubt about what to do if you're ill or had an accident. The nurses can give you help and advice about treating minor illnesses and injuries. Call 0845 4647 anytime of the day.

Contact PALS for local NHS advice – If you have a problem with any of your local NHS services such as, hospital, dentist, GP or local community services, you can call NHS Cambridgeshire's Patient Advice and Liaison Services (PALS) team. They will help you to resolve the problem. Freephone 0800 279 2535 or from a mobile dial 01223 725588. We're here to listen and help, please call us.

Finding a local Dentist. To find your local dentist visit www.nhs.uk or call your local PALS NHS helpline for free on 0800 279 2535 or from a mobile dial 01223 725588. For out of hours dental emergencies call the Cambridgeshire and Peterborough Dental Emergencies helpline on 01223 471798. For urgent dental care during normal working hours Mon-Fri contact one of three Dental Access Centres on:
Cambridge 01223 723 093
Huntingdon 01480 363 760
Wisbech 01945 465 919

Ask your local Pharmacist who can provide you with free confidential advice for many problems including allergies, skin conditions, coughs and stomach upsets. They are also specially trained stop smoking advisors. To find all your local services visit www.nhs.uk or call PALS your local NHS advice line on 0800 279 2535 or from a mobile dial 01223 725 588.

Walk in Services at the Doddington and Ely Minor Injuries Units (MIU) are run by NHS Emergency Nurses who can treat a range of minor injuries such as sprains, minor head injuries, eye problems, burns, bruises, stings and dislocated fingers. You can also get flu jabs and emergency contraception. Just walk in and a nurse will see you as soon as possible.

The St Neots Health Centre is a new walk in GP practice with extended opening hours. You do not have to register to receive treatment from a GP here.

MIU Wisbech, North Cambridgeshire Hospital, The Park, Wisbech, PE13 3AB
Tel: 01945 488 068

MIU Ely, Princess Of Wales Hospital, Lynn Road, Ely, CB6 1DN
Tel: 01353 656 675

MIU Doddington Community Hospital, Benwick Road, Doddington PE15 0UG
Tel: 01354 644 243 / 644241

St Neots Health Centre, 24 Moore's Walk, St Neots, PE19 1AG. Tel: 01480 219317

The Accident and Emergency (A&E) department at Cambridge University Hospitals NHS Foundation Trust (Addenbrooke's) and Hinchingbrooke Hospital are for serious accidents and life threatening situations. If you're in any doubt check first with your local GP, Minor Injuries Unit or call NHS Direct on 0845 46 47.
Addenbrooke's Hospital A&E, Hills Road, Cambridge, CB2 0QQ. Tel: 01223 245 151
Hinchingbrooke Hospital A&E, Hinchingbrooke Park, Huntingdon, PE29 6NT. Tel: 01480 416 416

Get the kids involved!

When you're shopping give your kids a job like holding your shopping list. Or make a game of it by asking them to go and find the healthy food on your list. It will save time and teach them about healthy eating along the way.

Search for your local GP or Dentist online

NHS Cambridgeshire is launching its new website from April and hopes the new site aimed at patients and the public will be a useful and user friendly hub for local health information – signposting you to health services in the county. The site is going to be packed with features including regular news updates, a comprehensive document library, a Freedom of Information request section, health events listing, where to get medical help, subscription to a newsletter to get latest updates on health services you're interested in, details of live consultations, the chance to leave comments and a search area for finding local services. Keep an eye out for the new site, we'd love to hear what you think. www.cambridgeshire.nhs.uk

Pull out & keep

Your pull out and keep list of phone numbers and websites of all essential local services

Local Health Services

Hospitals

Addenbrooke's Hospital (Cambridge University Hospitals NHS Foundation Trust) Cambridge 01223 245151
Hinchingbrooke hospital Huntingdon 01480 416416
Papworth Hospital, Papworth Everard 01480 830541
Rosie Maternity Hospital Cambridge 01223 217617

Community Hospitals

Brookfields Hospital, Cambridge 01223 723170
Doddington Hospital, March 01354 644299
North Cambridgeshire Hospital, Wisbech 01945 488088
Princess of Wales Hospital, Ely 01353 652000

Outside Cambridgeshire

Peterborough and Stamford Hospital, Peterborough 01733 874000
Queen Elizabeth Hospital, Kings Lynn 01553 613613
West Suffolk Hospital, Bury St Edmunds 01284 713000

GP Surgeries

City Centre

Arbury Road Surgery 01223 364433
Bridge Street Surgery 08444 773939
Brookfields Health Centre 08448 151440
Cambridge Access Surgery 01223 358961
Cherry Hinton Health Centre 08448 151440
Cornford House Surgery 01223 247505
East Barnwell Health Centre 01223 728900
Huntingdon Road Surgery 01223 364127
Lensfield Medical Practice 01223 352779
Newnham Walk Surgery 01223 366811
Nuffield Road Medical Centre 01223 423424
Redhouse Surgery 08444 773124
The Petersfield Medical Practice 01223 350647
The Queen Edith Medical Practice 01223 247288
The Mill Road Surgery 01223 247812
The Woodlands Surgery 01223 697600
Trumpington St.Medical Centre 01223 361611
York Street Medical Practice 01223 364116

South Cambs

Bar Hill Health Centre 01954 780442
Bottisham Surgery 01223 810030
Bourn Surgery 01954 719469
Comberton Surgery 01223 262500
Cottenham Surgery 01954 250079
Fulbourn Health Centre 01223 880216
Firs House Surgery 01223 234286
Harston Surgery 01223 870250
Linton Health Centre 01223 891456
Milton Surgery 01223 420511
Monkfield Medical Practice 01924 282153
Orchard Surgery Melbourn 01763 260220
Over Surgery 01954 231550
Sawston Medical Practice 01223 727555
Shelford Medical Practice 01223 843661
Swavesey Surgery 01954 230202
Rosalind Franklin House, Waterbeach 01223 860387
Willingham Surgery 01954 260230

East Cambs and Fens

Burwell Surgery 01638 741234
Cathedral Medical Centre 01353 669923
Clarkson Surgery 01945 583133
Cornerstone Practice 01354 606300
Doddington Medical Centre 01354 740311
George Clare Surgery 01354 695888
Haddenham Surgery 01353 740205
Jenner Health Centre 01733 206200
Manea Surgery 01354 680774
Mercheford House 01354 656841
New Queen Street Surgery 01733 204611
North Brink Practice 08444 773121
Parson Drove Surgery 01945 700223
Priors Field Surgery 01353 778208
Riverside Practice 01354 661922
Staploe Medical Centre 01353 624123
St Georges Medical Centre 01353 864100
St Marys Surgery 01353 665511
Trinity Surgery 01945 476999

Huntingdonshire

Acorn Surgery 01480 483100
Alconbury Surgery 01480 890281
Almond Road Surgery 01480 473413
Buckden Surgery 01480 810216
Cedar House Surgery 01480 406677
Charles Hicks Centre 01480 453038
Church St Health Centre 08444 778979
Cromwell Place Surgery 01480 462206
Dr Irwin & Partners, Little Paxton Surgery 01480 210444
Eaton Socon Health Centre 08444 771802
Great Staughton Surgery 01480 860770
Hunters Way Surgery 01480 860205
Moat House Surgery 01487 822230
Northcote Surgery 01480 461873
Orchard Surgery 01480 466611
Parkhall Surgery 01487 740888
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Rainbow Surgery 01487 710980
Roman Gate Surgery 01480 455331
The Brampton Surgery 01480 454050
The Old Tel Exchange Surgery 01480 497477
The Spinney Surgery 08444 773603
Wellside Surgery 01487 830340
Yaxley Group Practice 01733 240478

Dentists

City Centre

ADP Dental Practice 01223 323696
Anglia Orthodontics 01223 305526
Antwerp House 01223 247690
Brookfields Community Dental 01223 723100
Burnside Dental Practice 01223 244711
Cambridge Dental Access Centre 01223 723093
Cambridge Orthodontic Practice 01223 411922
Cambridge Smile Studio 08445 769556
Chesterton Dental Practice 01223 350503
Dentastique 01223 840621
Hills Road Dental Practice 01223 240061
J Blundell 01223 354176
Mr R Parker 01223 350937
Nicholas, Burnett & Associates 01223 351260
Norfolk St Dental Practice 01223 358884
Oasis Dencare 01223 350030
Orthoworld 01223 350530
Petrie Tucker 01223 319787
Regent St Dental Practice 01223 355923
St Marks Dental Practice 01223 507750
The Dental Practice 01223 350021
The Gables Dental Practice 01223 248202
University of Cambridge 01223 332860

South Cambs

Bar Hill Dental Practice 01954 781616
Bottisham Dental Surgery 01223 811844
Cambourne Dental Practice 01954 718585
DC Jones Dental Surgery 01954 782181
Faulkener House Dental Surgery 01223 839520
High St Dental Practice 01223 835845
I J Hunt 01223 843567
Linton Dental Practice 01223 892899
Melbourne Dental Practice 01763 262034
The Appletrees Dental Surgery 01223 262838
Townsend House Dental Surgery 01223 236799

East Cambs and Fens

1A Dental Practice 01353 662159
Alexandra Road Dental Practice 01945 583104
AS & ZA Goodman 01638 730639
Chequer Hall Dental Practice 01353 668281
D Baldock Dental Surgery 01353 663363
Exchange Square Dental Practice 01945 581242
Goodman, Humber and Anderson 01353 720577
M Young Dental 01353 861980
Upwell Road Dental Centre 01354 651046
Upwell Road Dental Centre 01354 653539
Wisbech Dental Access Centre 01945 465919

Huntingdonshire

Anchor Dental Surgery Oak Tree Centre 01480 418558
Anglia Orthodontics Huntingdon Dental Access 01480 363760
Brampton Road Dental 01480 453215
Broadway Dental Practice 01480 463179
Church Street Dental Practice 01487 840551
Cromwell Dental Surgery 01480 462563
DA & J Morris Dental Surgery 01480 469100
Dental Access Centre Hinchinbrook NHS Trust 01480 363760
Dental Access Centre Hinchingbrooke Hospital 01480 416075
Huntingdon House Dental Surgery 01480 470570
Mill Green Dental Practice 01487 822223
Old Grammar School Dental Surgery 01480 466466
Petri Tucker 01480 470561
Priory Park Dental Practice 01480 213999
Ramsey Dental Surgery 01487 812312
Stukeley Road Dental Practice 01480 358888
Wensleydale Dental Practice 01480 453003
Yaxley Dental Surgery 01733 245055

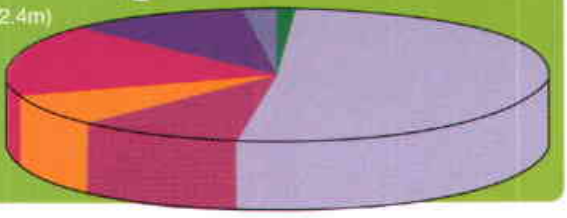
Can't find what you're looking for? To find your local practices visit **www.nhs.uk** or call PALS your local NHS helpline on **01223 725588** or free phone **0800 279 2535**

MONEY MATTERS

The financial challenges NHS Cambridgeshire inherited on 1 October 2006 are well known. We have paid back **£26m** of our **£52m** historic debt which has been achieved with relatively little impact on patient services.

How we **spend health care services** in Cambridgeshire

UNITS = Millions



change 4 life
Eat well Move more Live longer

If you want to **loose weight**, have a **healthier lifestyle** and would like to **get support** to do this – the CHIP Programme **could help you**. (Community Health Improvement Programme).

Why not find out how you could join one of the 12 week activity and advice sessions which run in community venues across Cambridgeshire. If you would like more information please contact Helen McFall on 01353 865364 or ask your doctor who will be able to refer you to the Programme. If you live in Cambridge City or South Cambridgeshire many of the GP practices now offer the "Weigh to Go" programme. This is based in GP practices and offers one to one support for up to 12 weeks to help you lose weight and live a healthier lifestyle. You'll also get help and advice for some months afterwards. If you would like more information ask your local GP if this is available.

Join Change4Life now

Would you like loads of ideas and help to give your family a happier, healthier future? Then you already know why you should join Change4Life. As part of Change4Life, you will receive tons of helpful information, games, tools, tips and a free welcome pack. You can also search for what is happening in your local community. We'll update the site all the time so don't miss out – come back and see us regularly.

For an information pack call 0300 123 4567 or register online at www.nhs.uk/change4life

Alternative formats

English
If you would like this information in another language or format please contact us.

Czech
Pokud byste požadovali informace v jiném jazyce nebo formátu, kontaktujte nás

Gujarati
જો તમને માહિતી બીજી ભાષા અથવા રચનામાં જોઈતી હોય તો, કૃપા કરી અમને વિનંતી કરો.

Italian
Se desiderate ricevere informazioni in un'altra lingua o in un altro formato, siete pregati di chiedere.

Lithuanian
Jei norėtumėte gauti informaciją kita kalba ar formatu, kreipkitės į mus.

Polish
Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać.

Portugese
Se deseja obter informação noutro idioma ou formato, diga-nos.

Urdu
اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔

Contact details: 0800 279 2535, pals@cambridgeshire.nhs.uk or FREEPOST, RSCR-GSGK-XSHK, NHS Cambridgeshire, Lockton House, Clarendon Road, Cambridge CB2 8FH

Stop Smoking Start Living

→ Want help stopping smoking? Your local NHS can help!

→ Contact CAMQUIT Cambridgeshire Stop Smoking Service on 0800 018 4304 or www.camquit.nhs.uk or text KICKBUTT to 80010.

→ It's a fact! Since 2007 CAMQUIT have helped over 7,500 people to stop smoking. You are four times more likely to stop smoking for good if you get support from an NHS stop smoking service.

Try the 5 Ds -
- ✓ Delay,
- ✓ take a Deep breath,
- ✓ Do something else,
- ✓ Drink water
- ✓ and Discuss with CAMQUIT.

Your local NHS surprisingly good at helping you stop smoking!

Annual Health Check

Every year NHS Cambridgeshire is rated for the Quality of Services as part of the Annual Performance Rating by the national Care Quality Commission. The overall rating for 2008/09 was Fair. Our Existing Commitments and Core standards were Fully Met which was an improvement on 2007-08. The quality of patient services across Cambridgeshire is our top priority and we are forecasting an improvement on our overall score in 2009-10.

MOT testing classes 4, 5 & 7

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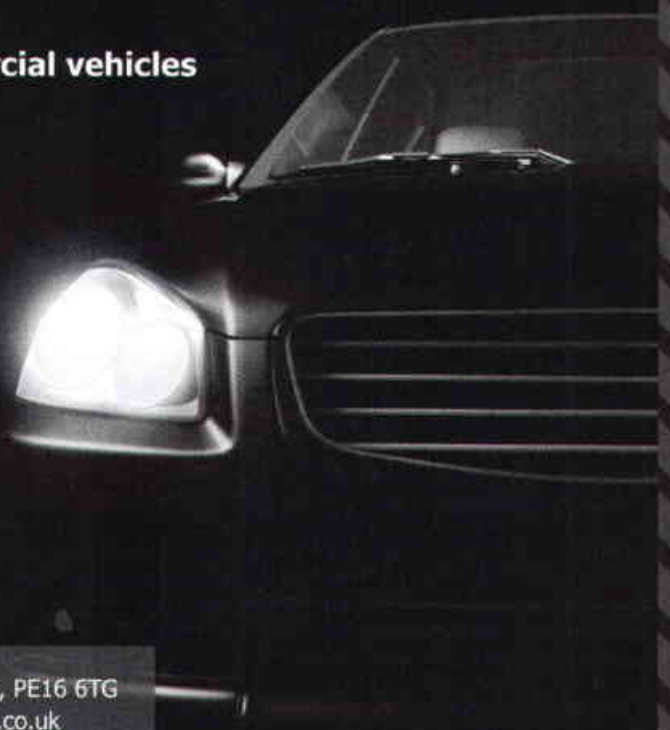
- MOT testing on an automated lane (only a handful of garages have one)
- **Pick up and drop off service available**
- Vehicle recovery (only available during working hours at present)



Unit 8 Honeysome Industrial Estate, Chatteris, Cambridgeshire, PE16 6TG
Phone/fax: 01354 693211 or **Email:** frontlineautos@hotmail.co.uk

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Book a FREE home consultation with our interior designer and we'll show you how easy it is to transform your kitchen worktops. **Call now 01223 843 333**

GRANITE transformations
The top that fits on top

Get the Boccia buzz

Cambridgeshire's first Boccia club in Impington is giving young people with disabilities a chance to perfect their skills in the fast-growing paralympic sport and dream of future success.

The Camboccia club was started by Shaun McCormick to provide sports and social opportunities for young people such as his 12-year-old son Irving, who has quadriplegia cerebral palsy.

Shaun said: "Boccia is a sport where young people with disabilities, however severe, can get involved and achieve through their own efforts. Being part of the club means they can enjoy making friends, competitive spirit, team camaraderie and, of course, health benefits.

"With the London 2012 Games coming up it's a way to give these young people dreams and aspirations like everyone else."

Launched just over a year ago with the support of Cambridgeshire and Peterborough County Disability Sports Forum, the growing club now has over 20 young members and has begun competing in the National Boccia League.

Camboccia meets regularly every Sunday afternoon at Impington Village College and welcomes able-bodied young people as well as those with physical or learning difficulties.

Club treasurer John Wright and his wife Samantha travel from Littleport each week so that their 13-year-old daughter Hannah can take part. He said: "There so little sport for special needs kids. Hannah really enjoys it and she is getting better each week.

"Shaun has done a fantastic job getting the club going, but we do need funds to buy more equipment as the boccia balls cost £300 a set."

Boccia England has recently awarded the club a £500 development grant, which is being used to run a series of Boccia Taster Sessions at St Ives (7 April), Ely (14 April) and Cambridge (2 June) to encourage more people to get involved. For more information or to book a place please contact Shaun McCormick on 01223 223947, email shaun@camboccia.co.uk or visit www.camboccia.co.uk

What is Boccia?

→ Boccia (rhymes with 'gotcha') is a target game similar to boules and is played on a flat surface from a sitting position. The sport demands accuracy, concentration and control rather than strength and speed, so is something that people of all ages and disabilities can enjoy.

→ The Great Britain Boccia Team took the Gold medal in the Paralympic Games four years ago, beating the favourites Portugal in the final match. Boccia is one of ten Olympic and Paralympic sports featured on new postage stamps issued by the Royal Mail.

"...it's a way to give these young people dreams and aspirations like everyone else"

The Camboccia team (left to right, front row): Bobby Thomas, Mark Large, Han' Wright, Nicki Myers, Irving McCormick, and Jim Inman with club helpers Samantha Wright, John Wright, Shaun McCormick and Katie Percival (back row).

Irving and Nicki battle it out at Boccia

Inspiring success

Cambridgeshire Music's pioneering percussion project 'Striking Together for Bronze' has been granted the Inspire Mark by the London 2012 Inspire programme.

The programme recognises innovative and exceptional projects that are directly inspired by the 2012 Olympic and Paralympic Games.

'Striking Together' began in 2007 as part of a series of concerts sponsored by John Lewis and organised by Cambridgeshire Music. It was followed in 2009 by 'Striking Together Again' and will return in 2010 as 'Striking Together Bronze'.

The Striking Together projects brings young percussionists and drum kit players from across Cambridgeshire aged between eight and 18 for workshops, rehearsals and skills development leading to a joint performance at Cambridge Corn Exchange on 4 July, 2010. They will be working with a professional team of performers and teachers as well as collaborating with other community percussion groups.

The Kids are Alright

A youth stereotype-busting campaign in Fenland has been crowned the region's 'Community Campaign of the Year' for its pioneering work.

The Kids Are Alright was launched just over a year ago to challenge perceptions of youth today by highlighting positive contributions young people make to their communities.

The campaign is led by the Cambs Times and Wisbech Standard and uses weekly newspaper coverage, posters and

events to get its message across.

It was awarded the EDF Energy East of England Media Award in January, having scooped the national Youth Justice Board's 'Best Communication' award and several Cambridgeshire Justice awards last year.

Cambs Times and Wisbech Standard editor John Elworthy said: "It has really captured the imagination of many people not only in Fenland but across Cambridgeshire. I do genuinely believe we have come across a formula for promoting the positive aspects of young people that might just make a difference."

The Kids Are Alright also involves Cambridgeshire Criminal Justice Board, Fenland District Council, Fenland Youth District Council, Connexions, the Fire Service and Cambridgeshire County Council.

All of the artwork for The Kids Are Alright has been designed by Wisbech graphic design student Beth Moore, 20, and features local youth.

Find out more at www.cambstimes.co.uk

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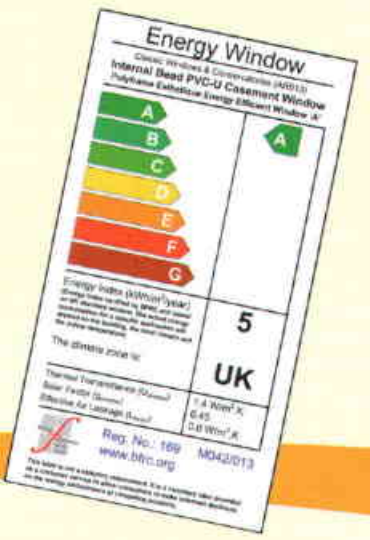

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News from your LOCAL NHS

NHS Cambridgeshire

SPRING 2010

www.cambridgeshire.nhs.uk

Packed with health tips

"Six weeks to the day from my daughter's hospital discharge the new regime began and Alex's life has been transformed." Page 12 inside

It's late Saturday night, you're very sick, it can't wait, what do you do? Discover how you can get medical help out of hours.

More inside

Ben Woods discovers how having a tooth out can be a relaxing experience!

Chlamydia doesn't have to be embarrassing

YOUR PULL OUT GUIDE TO SERVICES ON PAGE 15

Welcome...

Welcome to your 2010 guide to local health services, we hope you will find it useful.

It comes to you from NHS Cambridgeshire which is responsible for buying health services from GPs, dentists, optometrists, community pharmacists, hospitals and mental health trusts.

We've packed lots of useful information into a small space! There's so much advice out there about how to stay healthy and it can get a little confusing. Everything you read here is from your local NHS with advice from clinicians and real life stories about your NHS experiences as well as health tips, advice and updates on services.

We want everyone in Cambridgeshire to be as healthy as they can be. If you have any concerns, we're here to help. Please contact your local NHS advice service: PALS (Patient Advice and Liaison Service) on freephone **0800 279 2535** or **01223 725 588**

email: **pals@cambridgeshire.nhs.uk**

You can also visit our website due for a new look from April **www.cambridgeshire.nhs.uk**

New Chief Executive joins Health Trust

Dr Paul Zollinger-Read joined NHS Cambridgeshire as Chief Executive in January this year.

Dear Residents

Welcome to our guide for local health services. My name is Dr Paul Zollinger-Read. I am a GP and have recently become the new chief executive of NHS Cambridgeshire.

We have worked hard over the past few years to develop high quality services for our residents. My job is to build upon that solid foundation and to ensure we maintain the highest standards, not only of quality of care, but also maintaining short waiting times for hospitals and making it easy to see a GP or dentist. It is also crucial that we help those who are the most disadvantaged in our community. We are facing a significant reduction in the level of growth money that the NHS receives and it is important that we involve our public to make sure that every penny of our budget is spent wisely on NHS care.

We hope you enjoy reading this guide and find it useful.

Dr Paul Zollinger-Read
Chief Executive,
NHS Cambridgeshire

5 A DAY

Fresh, canned, dried and juiced fruit and veg all count. So does frozen. It's cheaper than fresh, quick to use and lasts a lot longer so you can save money in the long run.

Have you been to the dentist lately?

Accessing a dentist within Cambridgeshire has improved steadily over the past twelve months due to additional investment of £1.2m in dental practices in Wisbech, March, Ely, Yaxley, Huntingdon, St. Neots, Cambourne, Melbourn, Bassingbourn, Histon, Longstanton and in some parts of Cambridge City. To support this investment the Trust is running bus and poster campaigns to promote the availability of NHS dentistry in Cambridgeshire and to inform the public about how they can find out where NHS dental services are located. Services are monitored closely and feedback from patients helps to inform and improve performance for each dental practice.

"we have invested £1.2m in 2009/10 in primary care orthodontic services"

Jeremy Wallman, senior commissioning & service improvement manager for dentistry at NHS Cambridgeshire said:

"In addition to general dentistry, we have invested £1.2m in 2009/10 in primary care orthodontic services in order to clear waiting lists and to implement and maintain an 18 week pathway from referral to treatment start.

Looking forward into 2010/11 your local NHS, in partnership with both Cambridgeshire Community Services and Addenbrooke's Hospital, is launching a new pathway for the management of Minor Oral Surgery. This service will be provided within various community clinics across the county and will reduce the need for patients to be treated in a hospital setting."

If you have a problem accessing dental services in your area contact your local NHS Patient Advice and Liaison Service (PALS) for help on 0800 279 2535.

It's late Saturday night, you're very sick, it can't wait, what do you do?

Many of us at one time or another have become sick at times when our doctor's surgery is closed. You may need urgent care, but who do you call and what do you do? Here we help to provide advice on how you can get medical help out of hours.

What is the out of hours service?

If you require a doctor outside of normal surgery hours, it is the NHS out of hours services you would be put in contact with should you require help.

How do I get help?

If your local GP surgery is closed and should you have a medical need that can't wait, whether your child has a very high temperature or you need urgent medical attention you should **ring your normal GP surgery number**. You will then be diverted automatically to the out of hours service and be put through to an emergency call handler who will take your details and pass them to a nurse/clinician. They will call you back and be able to assess your needs and advise you of what action is needed.

If your call has been assessed as a medical emergency you will be dealt with straight away and an ambulance is called on your behalf. If your call has been assessed as urgent you will be seen either at one of the primary care centres in Cambridgeshire or receive a home visit within two hours depending on your needs. For less urgent cases you will be directed to the right service within six hours. You may also be given advice or reassurance over the phone for less urgent or serious conditions.

"It's **important** that your **local NHS knows** about **any problems you experience** with out of hours services..."

I hear the service is going to change?

From 8 April 2010, out of hours services will be provided by Urgent Care Cambridgeshire to the whole of the county. Previously, up to four organisations have provided this service to our county. By having one organisation in future to provide the service, it means that GPs working out of hours can drive to any location within the county if demand for the service increases. Patients should get treated more efficiently and fairly because the service is being delivered the same way for everyone.

When can you get out of hours services?

Depending on when your surgery closes, the out of hours services operate during the following times:

- Friday to Monday 6.30pm to 8.00am
- 24 hours a day on Saturdays and Sundays
- 24 hours a day during Bank Holiday periods

You may be directed to one of the out of hours Primary Care Centres which are based at North Cambridgeshire Hospital Wisbech, Doddington Hospital March, Princess of Wales Hospital Ely, Hinchingbrooke Hospital Huntingdon and Chesterton Medical Centre Cambridge. GPs, nurses and other staff are based at these centres, plus they act as bases for the GPs who make home visits during out of hours.

Contact Urgent Care Cambridgeshire for more non-medical information about their services on 01223 726050 between 9.00am to 6.00pm, Monday to Friday excluding Bank holidays.

What if I have a concern or want to complain about out of hours services?

It's important that your local NHS knows about any problems you experience with out of hours services. This helps us to monitor the service and make timely improvements. Should you experience any concerns or problems with the service contact your local NHS Patient Advice and Liaison Service (PALS) who provide friendly and professional advice. Please tell them about your experience, they will do their best to help you and shall make a log of your call for our records. All calls are confidential.

Call: PALS Freephone 0800 279 2535 or 01223 725588. **Email:** pals@cambridgeshire.nhs.uk
Write to: Patient Advice and Liaison Service, Lockton House, Clarendon Road, Cambridge, CB2 8FH

Available 9.00am to 5.00pm, Monday to Friday excluding Bank Holidays. Outside these hours, an answer phone system is available - please leave a message and we will return your call.

Smiles all round

Mum and District nurses work together to give daughter Alex a new lease of life

Alex Davies (32), who lives in Cottenham, Cambridge has Generalised Torsion Dystonia, a rare condition which means all her skeletal muscles go into involuntary, very painful spasms all her waking hours. This causes agonising pain and was being treated by daily infusions of three antispasmodic drugs via two syringe drivers. But thanks to mum Elaine, working together with local district nurses, they came up with a solution to transform Alex's life.

Following a spell in hospital, Alex's mother, Elaine, approached Cambridgeshire Community Services' district nurses with a suggestion to help Alex, but at first they were very concerned about the suggested change to her treatment as Alex was on a high dose of drugs and this new approach had never been tried before.

Elaine said now the new treatment is in place: "Six weeks to the day from my daughter's hospital discharge the new regime began and Alex's life has been transformed. Elaine explains: "Alex just existed – you couldn't call it living. She was frequently in and out of hospital. During one hospital admission in January this year, Alex had her feeding tube replaced and I asked them to fit one with two separate 'ports' which would remain fitted on her discharge. The idea I had was to administer her muscle relaxing drugs into one of the ports – so the drugs would go straight into her bloodstream."

Nicky Bidwell, sister and district nurse covering Cambridge, and her team, took up the idea: "We had to ensure the new method of treatment was safe which involved assessing the risks, testing the procedure as the drugs were usually given separately. We put together a new policy to go through a formal approval process, working with medicines management, my managers and Alex's consultant neurologist. We also had to liaise with the pump manufacturer to ensure the pump was suitable and had the right safety features."

Alex's Addenbrooke's based consultant neurologist Graham Lennox, who was also instrumental in setting up the new regime said: "I am so grateful to the district nurses who have gone to such enormous lengths to maintain and improve Alex's quality of life."

"Six weeks to the day from my daughter's hospital discharge the new regime began and Alex's life has been transformed"

Elaine finished: "Previously Alex was housebound but now she is going out almost every day. She is much more relaxed, the spasms are now much reduced as all the drugs are being delivered and absorbed. She needs much less additional medication - she is living again."

Top image: Alex Davies, with her mother Elaine (Seated), receives her 'life transforming' pain treatment from Sister Vicky Bidwell (Centre) and Community Nurse, Donna Brown (Left)

£5M

WASTED IN UNUSED MEDICINES EACH YEAR

Unused prescription medicines cost your local NHS over £5 million every year! This is the equivalent of 1,000 more hip replacements or 700 more heart by-pass operations or 150 more community nurses.

Help your local NHS tackle the problem of wasted medicines:

→ Even if you never open medicines, once they leave the pharmacy they cannot be reused.

→ Unused medicines kept at home are a safety risk for children and others who might take them.

UNOPENED MEDICINES CANNOT BE REUSED
PLEASE BRING YOUR UNUSED MEDICINES HERE FOR SAFE DISPOSAL
Ask staff for more details

How can you help?

→ Only order what you need

→ **Let your GP or pharmacist know if you've stopped taking any of your medicines**

→ Check what medicines you have before reordering

→ **Think carefully before ticking all the boxes on your repeat prescription forms and only tick those you need**

→ If you don't need the medicine, don't order it! If you need the medicine in the future you can still request it.

Batty about books...

...dvds, tape stories, internet access, energy meters, local history, reading groups, children's activities, community events and much more. It's all happening at your local library.

Libraries are at the heart of our communities and there's much more to them than books these days.

New-look libraries have opened in Cambridge, Huntingdon, Great Shelford, and Wisbech in the past year providing a wider range of useful services for local people.

The new library at Great Shelford is part of a £500,000 development that includes five flats for key workers such as nurses, teachers or social workers - and a home for protected long-eared bats in the roofspace!

Open six days a week, the new facilities include a wide range of books and other items for loan with the latest in self-service technology. There is a local history collection, a large children's library, plus new reading and study areas.

Wisbech Library recently re-opened after a £2.5 million makeover to create a new learning centre and fully-equipped community meeting room, with better facilities including more room for children, new toilets and a lift.

Local people helped to win Big Lottery money for the improvements, which were also funded by the County Council, East of England Development Agency (EEDA) and Greater Cambridgeshire Partnership.

Visit www.cambridgeshire.gov.uk/environment/energy/meters to find out more.

Did you know?

→ Residents can borrow free energy meters from libraries to help cut their household electricity bills and protect the environment.

→ **More than 40 energy consumption meters are available for a two-week loan from Ely, Huntingdon, March, St Ives, and Cambridge central library and they don't need wiring in.**

→ All library users can request books free of charge, use the internet and e-mail, copy or fax documents, and borrow large print and talking books. There are also special services for book groups, children under five, people with visual impairments and the housebound.

Young readers at the newly-opened Great Shelford Library

Making space for the baby boom

Rising birth and fertility rates across the county mean there is growing demand for places in Cambridgeshire's primary schools.

Growing up together

Families have welcomed the opening of a new primary school in Cambourne to meet the urgent need for school places in the rapidly developing village.

Jeavons Wood Primary School opened in September 2009 and will be based in temporary buildings on land loaned by Cambourne Parish Council until a permanent primary school

Headteacher Sarah Humphreys

can be built nearby. The school already has over 60 pupils and will eventually cater for up to 420 children.

Headteacher Sarah Humphreys said: "Overall parents are very positive about the school and really happy to have places for their children in the village. We have an active Parent Teacher and Friends Association and parents are keen to get involved.

"Setting up a new school is an amazing opportunity to take a fresh approach to children's learning and to instill an ethos of values such as trust and respect. We settled in very quickly and visitors say the school does not feel like it is temporary at all. It's lovely that the school grows as the children grow up."

It is predicted that primaries in Cambridge City, Ely, Soham and Huntingdon will be under the greatest pressure as increasing numbers of young children start school.

Cambridgeshire County Council has responded to this demographic challenge by earmarking £16 million to expand existing primary schools and build new ones where they are needed over the next five years.

Making sure every child achieves their potential is a priority for the Council, which has drawn upon its own resources to support the new primary school building programme because there is no extra money available from the government.

A list of schools facing the greatest demand has been drawn up using the most up-to-date birth data from the NHS, compared with each school's published admission number.

And wide-ranging discussions have been held with headteachers and governors of schools to find the best way to increase their capacity to meet the needs of families in their catchment areas.

The solutions include extending existing primary schools so they can offer an extra intake class of 30 places and changing the age-range to create 'all-through' primaries taking children from Reception to Year 6. A new school is also in the pipeline for Cambridge.

Innovative plans are being drawn up and work will begin this Spring to provide extra space for those schools most in need in time for the September 2010 intake, with more school extensions to follow in 2011.

To find out more about primary school catchment and admissions visit:

www.cambridgeshire.gov.uk or call 01223 699200

Plenty of space for children to grow

"Making sure every child achieves their potential is a priority"

Bright beginnings for the new Jeavons Wood Primary School, Cambourne

Building schools for the future

Schools in Chatteris, March, Whittlesey, and Wisbech will be the first in the county to benefit from £100 million of government funding to improve secondary school facilities in Fenland.

The Building Schools for the Future (BSF) money will be spent on rebuilding and refurbishing community colleges, a special school and a pupil referral unit, and installing the latest computer technology.

The investment will continue with phased improvements planned for schools in other parts of the county amounting to a further £400m over the next 10 years.

Hub hubbub!

advicehub Gateway to advice

citizens advice bureau

Did you know?

- There are four Citizens Advice Bureaux (CABs) in Cambridgeshire based in Cambridge, Ely, Huntingdon and Wisbech.
- 1 in 25 of Cambridgeshire's residents consults a CAB every year. In some areas, it is 1 in 10.
- The CABs are charities, partly supported by Cambridgeshire County Council and the District Councils.
- Their work with Cambridgeshire Court saves 15 families a week from homelessness.
- Enquiries on debt issues have grown by 28% and by 36% on benefits.

Advicehub has been launched by Cambridgeshire CABs to meet the growing demand for advice services across the county.

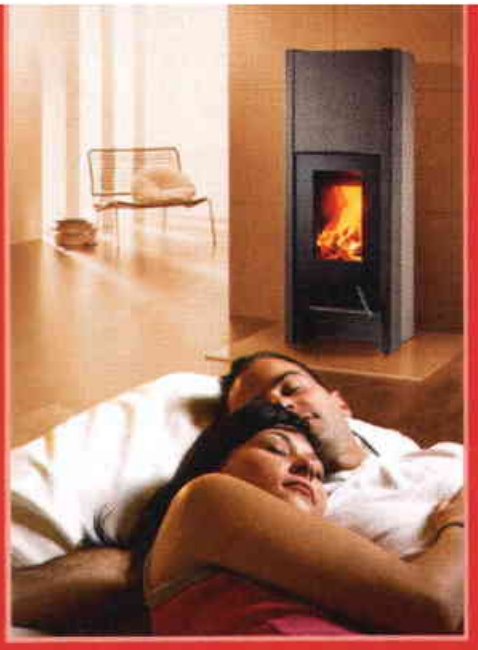
The new partnership project aims to give people more streamlined access to free legal help and advice.

Innovative technologies including touch-screen kiosks and interviews conducted by webcam or Skype phone will provide access to specialist advice in your community, especially in remote rural areas.

Advicehub is supported by the Big Lottery Fund for three years with extra Investing in Communities funding for Fenland facilities from the East of England Development Agency (EEDA).

Advicehub facilities are being installed in locations around the county. In summer 2010, Cambridge CAB and Advicehub will open a new centre equipped with the latest technology and space for specialist advice and support agencies, as well as professional training facilities and meeting places.

For more information visit www.advicehub.org



We've just finished redecorating.

After all, Spring is the perfect time to freshen things up ready for the year ahead.

Top of the list was a gorgeous new fireplace.

An eco-friendly, wood burning stove. That's what we decided to have.

It's really cosy, completely carbon neutral and it's got heaps of "WOW" factor.

No need to worry about big gas bills when the weather turns cold either.

Just put another log on the fire. How easy is that?

A lot like dealing with Anglia, that was easy too.

If you want to add something amazing to your house, I recommend you start with...

The fireplace.

Discover fire. The essential element.

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